

SERVICE DESCRIPTION

Service Delivery Manager (SDM)

Overview

Trustwave's Service Delivery Manager ("**Service**") is an add-on service that offers Client access to a Trustwave representative with security expertise to enhance the utility of other Trustwave services. The Service provides Client with a main point-of-contact for the Term of its services with Trustwave. The following description sets out the parameters of the Service, as may be further modified by an applicable SOW or Order Confirmation between Trustwave and Client.

Service Features

The Service includes the following features:

Service Delivery Manager (SDM):

The Service provides Client with an assigned SDM for the Term. The SDM will perform the following tasks as part of the Service to the extent applicable to Client and its other Trustwave services:

- Act as a point of contact between Client and Trustwave
- Coordinate with transition and delivery teams to address outstanding issues prior to service activation (available only where Client has purchases Trustwave's managed security services ("**MSS**")
- Agree on escalation matrix with Client for alert and incident notifications relative to other ongoing Trustwave services
- Follow-up with Trustwave delivery teams on Client's escalated service tickets, issues, escalations, and feedback. Coordinate with Trustwave resources to address issues or requests
- Maintain standard (non-custom) documentation and contacts for ongoing other Trustwave services
- Review and provide technical feedback on standard MSS reports and security metrics (as applicable)
- At Client's reasonable request, discuss standard service health, support ticket metrics, asset health, and other pertinent issues from the report generated monthly by the Trustwave Fusion platform

Trustwave Obligations

During the Service, Trustwave will

- provide the Service up to the number of hours agreed to in the applicable SOW or Order Confirmation;

- review relevant documents with Client to coordinate and manage Service activities;
- help resolve Service issues, escalating with Client or Trustwave delivery teams, as applicable;
- schedule and lead service review meetings;
- generate and analyze standard service review reports and performance; and
- act as conduit between Trustwave and Client personnel.

Client Obligations

For Trustwave to provide the Service, Client will

- review documents provided by Trustwave;
- maintain communication with Trustwave throughout the Service;
- collaborate with and respond to requests from Trustwave, as required;
- respond timely to Trustwave-initiated tickets; and
- resolve deviations from any agreed project plan in a timely manner.

Client acknowledges

- all expenses related to travel on behalf of the Client will be charged to the Client;
- Trustwave will not offer any legal guidance or counseling; and
- the quality and accuracy of the Service is dependent upon Client's provision of accurate information to Trustwave.

Definitions

All capitalized terms not defined in this document have the meanings ascribed to them in Trustwave's Master Terms and Conditions available at <https://www.trustwave.com/en-us/legal-documents/contract-documents/> or in the applicable Statement of Work between Trustwave and Client.